AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A Data acquisition, storage and delivery systemapparatus, comprising a networked computing means on which is provided:

an acquisition agent with access to usage data from a plurality of non-like different communications resources;

a storage agent arranged to store communications usage data from thesaid plurality of communications resources; and

a delivery agent arranged to deliver communications usage data to a subscribing management system, wherein

said usage data is delivered immediately to said subscribing management system.

2. (Currently Amended) A data acquisition, storage and delivery system Apparatus according to claim 1, in which wherein the communications resources are selected from the a group consisting of PBX telephone systems, IP telephony systems, email servers, proxy servers, firewalls, switches, routers, web servers,and mobile telephony and other emerging media.

3. (Currently Amended) A data acquisition, storage and delivery system Apparatus according to claim 1, or claim 2 in which wherein the usage data is retained for a configurable period of time.

GAS/sjr

4.   (Currently Amended)   ~~A data acquisition, storage and delivery system~~ Apparatus according to claim 1, ~~or claim 2 in which~~ wherein the usage data is retained for up to a configurable data file size.

5.   (Currently Amended)   ~~A data acquisition, storage and delivery system~~ Apparatus according to ~~any of the preceding claims~~ claim 1, ~~in which~~ wherein the usage data is retained when the communications link fails.

6.   (Currently Amended)   ~~A data acquisition, storage and delivery system according to any one of claims 1 to 4 in which the usage data is delivered immediately to the subscribing management systems.~~A method of acquiring, storing and delivering data from a plurality of different communications resources, comprising the steps of

storing communications usage data from said plurality of communications resources, and

delivering said communications usage data immediately to a subscribing management system.

7.   (Currently Amended)   ~~A data acquisition, storage and delivery system according to any one of claims 1 to 4 in which the usage data is polled by the subscribing management systems.~~A method according to claim 6, wherein the communications resources are selected from a group consisting of PBX telephone systems, IP telephony

3

systems, email servers, proxy servers, firewalls, switches, routers, web servers and mobile

telephony.

8.   (Currently Amended)   ~~A data acquisition, storage and delivery system~~

~~according to any one of claims 1 to 4 in which the usage data is pushed to the subscribing~~

~~management systems when a threshold is reached.~~A method according to claim 6, further

comprising the step of retaining the usage data for a configurable period of time.

9.   (Currently Amended)   ~~A data acquisition, storage and delivery system~~

~~according to any one of the preceding claims in which the usage data includes log files,~~

~~databases, real-time status information, and/or alarms.~~A method according to claim 6,

further comprising the step of retaining the usage data for a configurable period of time.

10.   (Currently Amended)   ~~A data acquisition, storage and delivery system~~

~~according to any one of the preceding claims including an at least semi-permanent data~~

~~link from the network to a further communications resource.~~A method according to claim 6,

further comprising the step of retaining the usage data when the communication link fails.

11.   (Currently Amended)   ~~A communications management system according to~~

~~claim 10 in which the at least semi-permanent data link is the Internet.~~Data acquisition,

storage and delivery apparatus, comprising a networked computing means, on which is

GAS/sjr

provided an acquisition agent with access to usage data from a plurality of different communications resources;

a storage agent arranged to store communications usage data from said plurality of communications resources; and

a delivery agent arranged to deliver communications usage data to a subscribing management system, wherein

said usage data is pushed to the subscribing management systems when a threshold is reached.

12. (Currently Amended) A communications management system according to claim 10 in which the at least semi-permanent data link is a dial-up connection. Apparatus according to claim 11, wherein the communications resources are selected from a group consisting of PBX telephone systems, IP telephony systems, email servers, proxy servers, firewalls, switches, routers, web servers and mobile telephony.

13. (New) Apparatus according to claim 11, wherein the usage data is retained for a configurable period of time.

14. (New) Apparatus according to claim 11, wherein the usage data is retained for up to a configurable data file size.

GAS/sjr

15.   (New) Apparatus according to claim 11, wherein the usage data is retained when the communications link fails.

16.   (New) A method of acquiring, storing and delivering data from a plurality of different communications resources, comprising the steps of

storing communications usage data from said plurality of communications resources; and

delivering said communications usage data to a subscribing management system by pushing said data when a threshold is reached.

17.   (New) A method according to claim 16, wherein the communications resources are selected from a group consisting of PBX telephone systems, IP telephony systems, email servers, proxy servers, firewalls, switches, routers, web servers and mobile telephony.

18.   (New) A method according to claim 16, further comprising the step of retaining the usage data for a configurable period of time.

19.   (New) A method according to claim 16, further comprising the step of retaining the usage data for up to a configurable data file size.

GAS/sjr

20.   (New)   A method according to claim 16, further comprising the step of retaining the usage data when the communication link fails.